

EXHIBIT 14

[BROKERAGE NAME]
PROGRAM GUIDE

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Introduction

The [Broker] provides transportation to eligible OHP (Oregon Health Plan) and eligible Medicaid clients traveling to covered medical services.

Transportation is provided to eligible OHP and Medicaid clients who have no other way to get to their medical services.

Sometimes there may not be any provider who can provide a ride **so** rides depend on a transportation provider being available.

Client Eligibility

Eligibility for the ride is verified by a client's valid Medical Card or information the [The Broker] has in their computer system.

There is no cost to eligible clients for OHP/Medicaid Transportation services.

Schedulina A Ride

Rides can be scheduled [days and times]

Rides should be scheduled at least 2 business days in advance if possible.

To schedule a ride call [Broker] at:

Phone number (Voice)

Phone number (Toll Free)

7-1-1 (Oregon Relay Service)

A customer service representative will verify eligibility and need the following information:

Client's Name

Client's Address

Client's Phone Number

Physician/Facility Name

Physician/Facility Address

Physician/Facility Phone Number

Date of Appointment

Time of Appointment
Pick-up Time after Appointment
Medical Reason for Appointment (to verify covered services)
Any Special Mobility Needs
Any Specific Directions to the Home or Medical Facility

The customer service representative will then verify that the client is traveling to a covered OHP/Medicaid service and has no other way to get to the appointment.

The customer service representative will then either authorize or deny the trip based on the information provided.

Same-day rides will be scheduled after verifying that the client must be seen that day with the client's doctor or medical office.

If a ride must be canceled or the appointment time changed, [The Broker] should be called as soon as possible so that the transportation provider can be notified. Clients can call to cancel rides from times and days of the week.

Clients are not to call transportation providers directly other than for a return ride. Call [The Broker] if there are any questions or ride changes.

If a client is denied transportation service based on the OHP/Medicaid program guidelines, they will receive a denial verbally and a letter that states the reason for the denial.

Clients may have the right to a Fair Hearing if they feel they have been denied transportation services unfairly.

[The Broker] does not schedule ambulance transportation and callers may be asked to contact a branch office for non-emergent ambulance services or call 911 to arrange emergency transportation.

When To Be Ready

Clients should be ready 15 minutes before the scheduled pickup time.

Transportation providers should arrive within 15 minutes after the scheduled pickup time or within 30 minutes after a call to request a return ride. If this does not happen, call broker phone number.

Clients must call [The Broker] if they miss a ride. Do not call the transportation provider to reschedule a ride.

If a client is not ready for their ride when the transportation provider arrives, the provider will wait 5 minutes. After 5 minutes, the provider will go to the next destination and the trip will need to be rescheduled.

Clients do not have to leave before the scheduled pickup time. If the transportation provider arrives early for a scheduled pickup, the 5-minute wait time begins at the scheduled pickup time.

Cancellation and No-show Policy

If the client needs to cancel a ride or the appointment time changes, please call [The Broker] as soon as possible so the transportation provider can be notified. Do not call the transportation provider directly.

Clients can call to cancel rides from times and days of the week.

If the client is unavailable at the pickup time and does not cancel the ride, it is a No-show.

If a client calls to cancel a ride and the provider is on their way, or if the client cancels when the transportation provider arrives at the door, this will be considered a No-show.

Three No-shows in a 30-day period may result in the client being suspended.

Service Hours

Transportation may be provided 24 hours a day, 365 days a year.

[The Broker's] Call Center is open every day except list dates/holidays.

Types of Transportation

Transportation is scheduled with the most appropriate and most cost-effective mode of transportation that meets a client's needs.

[The Broker] may have several transportation providers who can provide transportation.

[The Broker] can assign one of the following kinds of transportation service for a client:

Bus (tickets/pass);

Wheelchair Van/Bus;

Taxi or Sedan;

Secure Transport;

Stretcher Car.

Rides may be shared. Other Clients may be picked up and/or dropped off along the way.

Service Description

Transportation providers may come to the door or lobby of the home or medical facility to let clients know that they are ready to transport them.

Transportation providers may assist clients into the lobbies of medical facilities, but will not assist into medical rooms or other areas of the building.

If a client requires further assistance, a personal care attendant provided by the client will be required.

A transportation provider does not enter a client's room except for a hospital discharge or a stretcher car transport.

Transportation providers do not help to get a client ready for transport (feeding, dressing, etc.).

Transportation providers do not transfer clients between bed and wheelchair, wheelchair and vehicle, etc.

Transportation providers do not help clients using wheelchairs up and down steps.

Transportation providers will not go past the lobby of a medical facility or physician's office.

Drivers are prohibited from requesting or receiving fares or tips from the eligible client.

Personal Care Attendant

Personal Care Attendants must accompany clients who are unable to travel by themselves to their appointments.

The client, guardian or caregiver must provide a Personal Care Attendant when needed.

A Personal Care Attendant can go with the client at no cost.

Additional riders may have to pay a fare or a shared ride cost.

Children

Children under age 6 must have an adult with them.

The parent or caregiver must provide and install car seats.

[Modify following for each Brokerage: "Up to 3 children under age 6 may accompany a fare-paying adult on the fixed route bus at no cost."]

Wheelchair/Mobility Aids

If a client uses a wheelchair, transportation providers will assist the client up and down curbs if the client asks.

If a client's wheelchair is oversized, [The Broker] must be told **so** that the right vehicle can be sent. An oversized wheelchair is bigger than 30 inches wide, **48** inches long and/or weighs more than 300 pounds when occupied.

Clients who use scooters may be asked to transfer into a vehicle seat for their own safety but are not required to do **so**.

Mobility aids such as walkers or canes need to be safely stowed in the vehicle once the client has been seated. The transportation provider will help secure their equipment if necessary.

Portable oxygen tanks must be in a carrier that secures the tank while being transported.

Service animals trained to assist persons with disabilities are permitted on all [The Broker] contracted vehicles. [The Broker] must be notified in advance if a client will bring a service animal on the ride. The client may need to provide proof of service animal certification.

Safety Belts

All passengers are required to wear seat belts.

Clients using wheelchairs must use the lap and shoulder belt.

The client can request an exception to the safety belt policy with a note from a doctor that states the reason a client cannot use a seat belt. [The Broker] will verify the physician's statement.

Client Confidentiality

Discussing or providing OHP/Medicaid client information, except for normal business purposes, by [The Broker] employees, providers or drivers, and contracted transportation providers is strictly prohibited.

Client Feedback

[The Broker] welcomes reports regarding rides and [The Broker's] transportation services.

Complaints are looked into and transportation providers are contacted when necessary to resolve issues.

Compliments are also welcome and [The Broker] would like to receive information about how well our staff and transportation providers are doing.

Complaints and Compliments can be made by calling [The Broker] at:

Phone number (Voice)

Phone number (Toll Free)

7-1-1 (Oregon Relay Service)

